



DEPARTMENT OF THE ARMY
HEADQUARTERS, 13TH FINANCE GROUP
BLDG 16007, OLD IRON SIDES AVE
FORT HOOD, TEXAS 76544-5056



REPLY TO
THE ATTENTION OF

AFVX-CFG-CDR

1 February 2006

MEMORANDUM FOR Personnel assigned to 13th Finance Group

SUBJECT: Standing Operating Procedures (SOP) – Soldiers in a Suspended Pay (“T”) Status

1. References.

- a. DODFMR Vol. 7A
- b. DFAS-IN 7-1
- c. Military Pay (MP) Address Indicator Group (AIG) messages, E-mail, etc.

2. Purpose. The purpose of this SOP is to clarify the procedures for handling Soldiers with suspended pay accounts.

3. Scope. This SOP designates responsibilities and prescribes policies and procedures for all military and civilian personnel assigned to or employed by the 13th Finance Group on Fort Hood. These procedures pertain to stations using the Defense Joint Military Pay System-Active Component / Joint Service Software (DJMS-AC/JSS) and the Defense Military Pay Office system (DMO).

4. General.

a. For various reasons, Soldiers’ pay accounts will become suspended and it is the responsibility of finance Soldiers and civilians to ensure the pay account is corrected and the Soldier is once again being paid.

b. Personnel reviewing suspended accounts will be knowledgeable in the procedures for handling suspended pay accounts and will make every opportunity to have the account corrected as soon as possible.

c. Monthly DFAS Suspended Pay Account reports will be worked and processed within 72 hours of receiving the report. The Defense Military Pay Office will be solely responsible for

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processing Soldiers listed in the overage intransit list from DFAS with assistance from the battalions.

5. Procedures.

a. There are several reasons a Soldier may be placed into a suspended pay status. In the event a Finance Office receives an inquiry from a Soldier in a suspended status, take the following steps:

b. Review the ST line on the Master Military Pay Account (MMPA) to verify the reason for the suspension. The reason code will determine what actions the technician will take.

- 1) Reason Code 2 – Unconfirmed Accession
- 2) Reason Code 4 – Surpassed ETS date
- 3) Reason Code 5 – Separation transaction has been input but rejected
- 4) Reason Code 6 – Suspension was manually input
- 5) Reason Code 7 – Account is separating (E503 has processed)

c. Reason Code 2:

1) This suspension code is due to an unconfirmed accession and requires the Finance Office to process an ML03 or MM03 action to confirm.

2) A copy of the packet must be pulled and forwarded to the section responsible for processing the confirmation.

d. Reason Code 4:

1) This suspension code is due to the Soldier surpassing their ETS date and requires the Finance Office to process an E603 or if the MMPA has an N9 memo referencing TU/TH Perscom overlay, send a TAO mail message to 388500 or an email to Michele Glancy (michele.glancy@dfas.mil) for assistance.

2) When contacting DFAS, the technician will need to provide the status of the Soldier and possibly a copy of the contract which can be obtained from the retention office.

3) If the Soldier has been extended due to Stop Loss actions and has passed their ETS date, the Soldier must submit a copy of the revoked order (obtained from the Transitions Office) and a copy of the letter extending the ETS date. Once these documents are received, the servicing finance office or DMPO will process a TU04 in the following manner: use a “2” for the

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extension number reason and a “0” or “1” for the extension number. The TU04 entry will automatically update the TH line (ETS Date) on the MMPA if the ETS date has passed. If the ETS date has not passed, the TU04 entry will cause the TU to update now and the TH line to update once the ETS date arrives.

e. Reason Code 5:

1) This suspension code is due to the Soldier’s pay account having a separation transaction (E503) reject.

2) The separation transaction must be corrected or if it was erroneous, then the technician must process an E506 using the DOS date from the NN line on the MMPA.

3) Soldiers should be directed to the Separations section, Bldg 18010, Room A209 for corrective actions and any possible payments the Soldier may be entitled. A payment advance may be authorized for the Soldier and paid by the servicing Finance Office. The payment has to be processed in SRD as DJMS will reject the payment due to the Soldier being in a suspended status.

4) An email will be sent to the Separations section advising of the following information:

- a) The Soldier received a payment advance
- b) The amount of the payment advance
- c) The date and method of the payment advance
- d) The Soldier has been affected by stop loss and has been extended

f. Reason Code 6:

1) This suspension code is due to a technician manually inputting the suspension to the Soldiers pay account.

2) While reviewing the MMPA, the technician should review the transaction history (type JJAM) to see if an SG03 transaction has been processed on the Soldier.

3) If the arrival transaction (SG03) has not been processed, contact the Soldier to verify if they have completed in-processing to include the PCS travel voucher.

4) If the Soldier had bypassed this procedure, then direct them to Bldg 18010, Room A209, to complete their in-processing.

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5) The Soldier must bring the appropriate documentation with them to Bldg 18010, where they will be assisted by one of the following persons: Chief of In/Out Processing; In/Out Processing Lead Technician; or the NCOIC of In/Out Processing.

6) No final action will be taken to complete the in-processing packet until all the requested appropriate documentation is provided to the DMPO, which are:

a) All PCS orders, amendments and/or attachment orders.

b) All DA 31s for leave (whether ordinary or emergency) and/or authorized PTDY taken while en-route. If PTDY was authorized, the DA 31 should be stamped by the Housing Office. If the Soldier took leave in conjunction with Home Town Recruiting, the Soldier must have a completed DA 4187 from the recruiting office showing the member performed this duty.

c) If the Soldier is a MEPS Soldier, a copy of the enlistment contract and any previous DD 214s.

d) Any receipts in connection with PCS travel, itineraries, and unused plane tickets. The unused plane tickets must be turned into the Transportation Office and the Soldier should receive a receipt for turning in the unused ticket.

e) If the Soldier acquired a dependent while on leave or en-route, a certified copy of the marriage license. Birth certificates are necessary for dependent children which were born or acquired in route.

f) If the Soldier is changing banks or is a MEPS Soldier, a completed DD 2685 and SF 1199A is required to process the new bank account information supported by a voided check. If the Soldier does not have an SF 1199A signed by a bank representative, then a voided check is acceptable. If after reviewing the MMPA and JJAM, it is determined the Soldier did process through Bldg 18010 and the input rejected, a payment may be authorized for the Soldier and paid by the Finance Battalion servicing the Soldier. The payment must be processed in SRD as DJMS will reject the payment due to the Soldier being in a suspended pay status.

7) An email will be sent to the In/Out Processing section advising of the following information:

a) The Soldier received a payment advance

b) The amount of the payment advance

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- c) The date and method of the payment advance
- d) The Soldier’s in-processing data rejected

8) Do not send the Soldier to Bldg 18010 to obtain a payment advance if they have been arrived and the information has been rejected. The servicing Finance Office will be responsible for correcting the account.

9) If the account has been corrected and the Soldier’s account has not been removed from a suspended pay status, contact the POC on the N9 memo or send an email to Michele Glancy (michele.glancy@dfas.mil) for assistance.


g. Reason Code 7:

1) This suspension code is due to a separation transaction being processed and an error code NAN was generated.

2) If the E503 was erroneous, the technician will need to process an E506 using the DOS date in the N7 line on the MMPA.

6. POC for this SOP is the Chief, Finance Operations at DSN 737-6773 (CIV 287).

“PHANTOM PAYMASTERS!!”



STEPHEN J. RIVIERE
COL, FC
Commanding